



Decisions affect entire Company....Highest Paid

Top Management

CEO, President, COO/CFO, Vice President



Middle Management

- Implement the decisions of Top Management
- They communicate with Support Supervisory level Managers
- They plan ways to reach Top Managements goals
 - *Regional Vice Presidents, District Supervisors, Marketing Research Manager, etc.*

Supervisory Management

- Front-line managers who supervise and work directly with employees
- Carry out tasks determined by Middle Management
- Assign duties and evaluate work of employees
 - *Shift Leaders, Store Managers, Supervisors, Department Managers etc.*





Horizontal Organization

■ Self Managing Teams

- Make their own goals / decisions
- Organized by a process and is Customer-oriented

Encourages “team” members to
take responsibility --
EMPOWERMENT

Reinforces **TEAM SPIRIT** / Loyalty
to the company

Direct Customer Feedback =profits



PLANNING

- Deciding what will be done and how it will be accomplished
- Realistic & flexible
- Plans should be reviewed and revised often – changes happen



Organizing

- Setting up the way a business work will be done
- Assigning responsibility – Staffing, Directing employees
- Supervisors should be a part of hiring process



Controlling

- Comparing what has been planned with actual performance
 - Setting Standards
 - Evaluating performances
 - Solving problems
 - Financial goals
- MISSION STATEMENT....
 - *Describes the ultimate goals of a company.*

Employee Motivation

- Employees will work harder if they feel they are appreciated
- Provide frequent feedback
- Reward employee's who set and reach goals
- Reward Loyalty – promotions, education, salaries, “perks”

